

# **Cloud Solution Brokerage & Implementation**

**G-Cloud 15 Service Definition**



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# 1. Service summary

Digital Space brokers and supplies services across a wide range of Cloud service providers providing infrastructure, software, platform, storage, and virtualised desktop services. Working with your organisation, we identify, negotiate and contract the appropriate services, enabling you to rapidly procure any Cloud solution via the G-Cloud framework.

This service is useful when you want particular outcomes but don't know the full detail of the technical solution at the start of the project – this is a flexible, agile approach. Our technical experts will work with you on workshops to understand what you want to achieve and produce the how.

A typical project comprises the following stages:

1. Working with your team to confirm/identify requirements, perform option analysis and select appropriate vendor or vendors.
2. Create a business case, conduct a mini-competition, or create a justification checklist on your behalf (SFIA rates will apply) to validate approach.
3. Refine commercial proposal to maximise value for money. Negotiate commercial or cloud programmes to enhance Cloud spend and combine vendor(s) offerings into a complete solution (SFIA rates will apply)
4. Formalise appropriate third-party contract(s) or advise on public cloud contract obligations.
5. Provide solution/service management through resale of the solution to you, passing on terms and obligations to all relevant third parties.

Digital Space Cloud Solution Brokerage is a “Managed Service”, providing a single point of engagement and support for your organisation to safely procure cloud services. We provide cloud subject matter expertise and experience to guide cloud service procurement and match your requirements. We can take care of all commercial aspects of the business too and there are two further aspects that make our Cloud Brokerage Service special:

1. Our expertise in cloud service integration, workload migration and cloud security requirements.
2. Our knowledge of Cloud provider programmes and pricing to maximise your value for money. We understand how to optimise your resource consumption and the longer-term consequence of use. We save you money



## 2. Features & benefits

|                                                                 |                                                                                                                                                                                                                                                                                                                                                                           |
|-----------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Full creation of business case and benefit realisation          | Identify, gather and prioritise your requirements; research & inform you about market options; compare competitive offerings; develop a full justification / business case on your behalf allowing you to focus on your core business.                                                                                                                                    |
| Access any Cloud technology within or outside G-Cloud           | Leverage the major software / platform / infrastructure or desktop as a service provider, or tailor a solution for you by combining cloud services or even providers in a multi-cloud approach, meaning your solution will be best in class.                                                                                                                              |
| Choose the best vendor or vendors                               | We support you to identify the right solution combination for your specific requirement. It can include one or more vendors. They don't have to be on G-Cloud, or even operate in the UK market.                                                                                                                                                                          |
| Proven methodology and expertise in solution selection          | We leverage our wealth in experience, which are structured and data-driven, using our vast experience of the last 10 years of procuring cloud and digital technologies specifically for the public sector, that allow our clients to avoid typical pitfalls such as going over-budget when purchasing a new solution, especially when it is outside the G-Cloud framework |
| Ability to handle exchange rate, tax, insurance, and prepayment | We can handle foreign currency transactions, tax, and prepayment issues to simplify and accelerate service provision allowing you to pay in one easy to read bill                                                                                                                                                                                                         |
| Clear, transparent pricing                                      | We help you understand the costs and provide a transparent procurement process.                                                                                                                                                                                                                                                                                           |
| Multiple vendor offerings that work together                    | We combine vendor offerings into a complete solution. Digital Space contracts with third parties on your behalf. We seek to negotiate advantageous commercial terms, utilising our experience and commercial flexibility                                                                                                                                                  |
| Architects and Developers who bridge gaps                       | Digital Space's Cloud Architects and developers can augment, configure and integrate a Cloud computing service to provide a complete solution to a business need.                                                                                                                                                                                                         |



### 3. Why choose Digital Space?

|                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|-----------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Cloud           | Digital Space has more than twelve years' experience in providing Cloud solutions as an Amazon Web Services (AWS) Advanced Partner, a Microsoft Gold Partner and an IBM Gold Partner. We also have our own UK-based private Cloud, enabling us to offer hybrid and multi-Cloud services that meet all needs from basic co-location, through to full public Cloud.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Connectivity    | Cloud requires reliable connectivity and Digital Space is able to provide that through our own networking and connectivity business which includes a dedicated national network as well as the ability to provide everything from mobile connectivity to PWAN and SD-WAN solutions.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Security        | Digital Space Cloud solutions have security built-in via the use of architectural patterns and technical staff who are Security Cleared. We also have partners who are security experts and can offer everything from Security Operations Centre as a service to ethical hacking and penetration tests.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Managed Service | <p>Digital Space is expert in providing managed services and has held the AWS Managed Service Partner accreditation which involves regular external audits for more than 9 years. We also hold the following accreditations:</p> <ul style="list-style-type: none"><li>ISO27001 – Information Security</li><li>ISO27017 – Cloud Security</li><li>ISO 20000 – IT Service management</li><li>ISO14001 – Environmental management</li><li>ISO9001 – Quality Management</li></ul> <p>Our experience in this area means that we can either run services for you, making use of our automated Cloud monitoring services and Security Cleared experts, or implement services that can be easily managed and then train your team in how to provide that service themselves by providing service handbooks and guideline documentation. Migrating your workloads to AWS allows you to innovate quickly by having compute infrastructure ready as required, enabling you to respond more quickly to shifting business conditions.</p> |



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|----------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Public sector</b> | Digital Space is experienced in working with the public sector including managing critical national infrastructure for central government, deploying artificial intelligence services for the NHS and delivering Cloud migrations for a wide range of organisations. This experience means that we understand your drivers and focus and are better able to supply your needs. |
| <b>Innovation</b>    | In addition to a wide range of infrastructure engineers and architects, we also have in-house developers and a close relationship with best in class partners who allow us to improve the service.                                                                                                                                                                             |



## 4. Complementary services

|                     |                                                                                                                                                                                                                                                                                                                                                                                                                              |
|---------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Business Continuity | Digital Space Backup as a Service<br>Digital Space Disaster Recovery as a Service<br>Digital Space Microsoft 365 native Backup as a Service<br>Digital Space Microsoft Teams Backup as a Service                                                                                                                                                                                                                             |
| Communications      | Digital Space 8x8 Cloud PBX<br>Digital Space 8x8 Hosted PBX<br>Digital Space 8x8 Meetings Collaboration<br>Digital Space 8x8 Video Conferencing<br>Digital Space 8x8 Voice for Microsoft Teams<br>Digital Space Hosted Mitel Cloud (Flex)                                                                                                                                                                                    |
| Connectivity        | Digital Space Managed SD-WAN Service                                                                                                                                                                                                                                                                                                                                                                                         |
| Contact Centre      | Digital Space 8x8 CCaaS (Contact Centre as a Service)<br>Digital Space 8x8 CPaaS (Contact Platform as a Service)<br>Digital Space 8x8 UCaaS (Unified Communications as a Service)<br>Digital Space 8x8 XCaaS (Experience Communications as a Service)<br>Digital Space Amazon Connect Administrative Extensions<br>Digital Space Cloud Contact Centre (Amazon Connect)<br>Digital Space Cloud Contact Centre Managed Service |
| Migration           | Digital Space Cloud migration<br>Microsoft 365 Discovery<br>Digital Space Microsoft 365 Migration<br>Digital Space Cloud Contact Centre Migration                                                                                                                                                                                                                                                                            |
| Platform            | Digital Space AWS Managed Service<br>Digital Space Azure Managed Service / Platform<br>Digital Space Cloud Architecture, Design and Build Services<br>Digital Space Cloud Solution Brokerage & Implementation<br>Digital Space FinOps & Cloud Cost Optimisation<br>Digital Space Private Cloud Managed Service<br>Digital Space Well Architected Review                                                                      |



## 5. Copyright

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